

# Enterprise Incident Report January 2012

As of 2/23/2012

## Natural Resources

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Natural Resources	Application Services	Bart Purser	2 0	2 0
		Dustin Crump	1 0	1 0
		Paul Lundell	2 1	2 1
		Tony Larsen	1 1	1 1
		<b>Assigned to Individual Total</b>	6 2	6 2
	Billing	Sara Brown	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Campus Networking	Jordy Davis	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Help Desk	Brenda Treadway	4 4	4 4
		Eileen Dubach	1 1	1 1

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## Natural Resources

			Low	FCR Total
Natural Resources	Help Desk	James Stearns	2	2
			2	2
		Julie VanBeekum	1	1
			1	1
		Vicky Marrelli	6	6
			5	5
		<b>Assigned to Individual Total</b>	14	14
			13	13
	Metro C Desktop Support	Troy Buchanan	1	1
			0	0
		<b>Assigned to Individual Total</b>	1	1
			0	0
	Metro D Desktop Support	Denise Wardle	45	45
			18	18
		Dusty Serr	30	30
			10	10
		Lynn McCrary	3	3
			0	0
		Paul Gedge	10	10
			5	5
		<b>Assigned to Individual Total</b>	88	88
			33	33
	Metro D Help Desk	Doug Brown	36	36
			30	30
		Jed Patrick	11	11
			10	10
		John Robinson	12	12
			9	9

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## Natural Resources

			Low	FCR Total
Natural Resources	Metro D Help Desk	<b>Assigned to Individual Total</b>	59	59
			49	49
	Metro D Hosting	Danny Simmons	2	2
			0	0
		Randy Taylor	1	1
			0	0
		<b>Assigned to Individual Total</b>	3	3
			0	0
	Rural Central Desktop Support	Jay Barfuss	11	11
			9	9
		Jeremy Standifird	2	2
			0	0
		Jessica Purcell	3	3
			3	3
		Rod Montoya	12	12
			12	12
		Ron LeBaron	1	1
			1	1
		Todd Hardy	9	9
			8	8
		Troy Morris	1	1
			0	0
		<b>Assigned to Individual Total</b>	39	39
			33	33
	Rural North Desktop Support	Kim Ratushniak	3	3
			3	3
		Lori Hartzell	1	1
			0	0

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## Natural Resources

			Low	FCR Total
Natural Resources	Rural North Desktop Support	Rodney Peterson	2 1	2 1
		Ruston McKay	1 1	1 1
		Ryan Casey	1 0	1 0
		Steven Haderlie	2 2	2 2
		<b>Assigned to Individual Total</b>	10 7	10 7
	Rural South Desktop Support	Doug Chaston	3 3	3 3
		Doug Thornton	8 8	8 8
		Lance Nay	5 3	5 3
		Lane Adams	1 0	1 0
		Meladye Shively	1 0	1 0
		Ryan Bennett	1 0	1 0
		Scott Jesienouski	1 0	1 0
		<b>Assigned to Individual Total</b>	20 14	20 14
	Security	Bart Grant	1 0	1 0

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## Natural Resources

			Low	FCR Total
Natural Resources	Security	Assigned to Individual Total	10	10
	Strategic Communications	Luis Larios	20	20
		Assigned to Individual Total	20	20
	Voice Operations	Kelly Johnson	10	10
		Romanza Hamblin	74	74
		Assigned to Individual Total	84	84
	Assigned Group Total		253156	253156
	Customer Company Total			253156

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## Natural Resources

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Natural Resources	Application Services	Bart Purser	2 1	2 1
		Dustin Crump	1 0	1 0
		Paul Lundell	2 0	2 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	6 1	6 1
	Billing	Sara Brown	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Campus Networking	Jordy Davis	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Help Desk	Brenda Treadway	4 0	4 0
		Eileen Dubach	1 0	1 0

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## Natural Resources

			Low	MIR Total
Natural Resources	Help Desk	James Stearns	2 0	2 0
		Julie VanBeekum	1 0	1 0
		Vicky Marrelli	6 0	6 0
		<b>Assigned to Individual Total</b>	14 0	14 0
	Metro C Desktop Support	Troy Buchanan	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Metro D Desktop Support	Denise Wardle	45 2	45 2
		Dusty Serr	30 0	30 0
		Lynn McCrary	3 0	3 0
		Paul Gedge	10 0	10 0
		<b>Assigned to Individual Total</b>	88 2	88 2
	Metro D Help Desk	Doug Brown	36 0	36 0
		Jed Patrick	11 0	11 0
		John Robinson	12 0	12 0

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## Natural Resources

			Low	MIR Total
Natural Resources	Metro D Help Desk	<b>Assigned to Individual Total</b>	59 0	59 0
	Metro D Hosting	Danny Simmons	2 0	2 0
		Randy Taylor	1 0	1 0
		<b>Assigned to Individual Total</b>	3 0	3 0
	Rural Central Desktop Support	Jay Barfuss	11 0	11 0
		Jeremy Standifird	2 0	2 0
		Jessica Purcell	3 0	3 0
		Rod Montoya	12 0	12 0
		Ron LeBaron	1 0	1 0
		Todd Hardy	9 1	9 1
		Troy Morris	1 0	1 0
		<b>Assigned to Individual Total</b>	39 1	39 1
	Rural North Desktop Support	Kim Ratuszniak	3 0	3 0
		Lori Hartzell	1 0	1 0



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## Natural Resources

			Low	MIR Total
Natural Resources	Rural North Desktop Support	Rodney Peterson	2 1	2 1
		Ruston McKay	1 0	1 0
		Ryan Casey	1 1	1 1
		Steven Haderlie	2 0	2 0
		<b>Assigned to Individual Total</b>	10 2	10 2
	Rural South Desktop Support	Doug Chaston	3 0	3 0
		Doug Thornton	8 0	8 0
		Lance Nay	5 0	5 0
		Lane Adams	1 1	1 1
		Meladye Shively	1 1	1 1
		Ryan Bennett	1 0	1 0
		Scott Jesienouski	1 0	1 0
		<b>Assigned to Individual Total</b>	20 2	20 2
	Security	Bart Grant	1 0	1 0

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## Natural Resources

			Low	MIR Total
Natural Resources	Security	Assigned to Individual Total	1 0	1 0
	Strategic Communications	Luis Larios	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Voice Operations	Kelly Johnson	1 0	1 0
		Romanza Hamblin	7 1	7 1
		Assigned to Individual Total	8 1	8 1
	Assigned Group Total		253 12	253 12
Customer Company Total			253 12	253 12

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## Natural Resources

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Natural Resources	Application Services	Bart Purser	2 0.99	2 0.99
		Dustin Crump	1 0.15	1 0.15
		Paul Lundell	2 0.36	2 0.36
		Tony Larsen	1 0.33	1 0.33
		<b>Assigned to Individual Total</b>	6 0.53	6 0.53
	Billing	Sara Brown	1 32.72	1 32.72
		<b>Assigned to Individual Total</b>	1 32.72	1 32.72
	Campus Networking	Jordy Davis	1 7.87	1 7.87
		<b>Assigned to Individual Total</b>	1 7.87	1 7.87
	Help Desk	Brenda Treadway	4 0.00	4 0.00
		Eileen Dubach	1 0.00	1 0.00

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Help Desk	James Stearns	2 0.00	2 0.00
		Julie VanBeekum	1 0.46	1 0.46
		Vicky Marrelli	6 0.00	6 0.00
		<b>Assigned to Individual Total</b>	14 0.03	14 0.03
	Metro C Desktop Support	Troy Buchanan	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	45 0.19	45 0.19
		Dusty Serr	30 0.18	30 0.18
		Lynn McCrary	3 0.15	3 0.15
		Paul Gedge	10 0.09	10 0.09
		<b>Assigned to Individual Total</b>	88 0.17	88 0.17
	Metro D Help Desk	Doug Brown	36 0.04	36 0.04
		Jed Patrick	11 0.02	11 0.02
		John Robinson	12 0.08	12 0.08

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Metro D Help Desk	Assigned to Individual Total	59 0.04	59 0.04
	Metro D Hosting	Danny Simmons	2 0.30	2 0.30
		Randy Taylor	1 0.41	1 0.41
		Assigned to Individual Total	3 0.33	3 0.33
	Rural Central Desktop Support	Jay Barfuss	11 0.00	11 0.00
		Jeremy Standifird	2 0.45	2 0.45
		Jessica Purcell	3 0.00	3 0.00
		Rod Montoya	12 0.00	12 0.00
		Ron LeBaron	1 0.00	1 0.00
		Todd Hardy	9 0.68	9 0.68
		Troy Morris	1 0.00	1 0.00
		Assigned to Individual Total	39 0.18	39 0.18
	Rural North Desktop Support	Kim Ratushniak	3 0.00	3 0.00
		Lori Hartzell	1 0.00	1 0.00

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Rural North Desktop Support	Rodney Peterson	2 0.52	2 0.52
		Ruston McKay	1 0.00	1 0.00
		Ryan Casey	1 1.88	1 1.88
		Steven Haderlie	2 0.00	2 0.00
		<b>Assigned to Individual Total</b>	10 0.29	10 0.29
	Rural South Desktop Support	Doug Chaston	3 0.00	3 0.00
		Doug Thornton	8 0.00	8 0.00
		Lance Nay	5 0.16	5 0.16
		Lane Adams	1 1.08	1 1.08
		Meladye Shively	1 1.17	1 1.17
		Ryan Bennett	1 0.27	1 0.27
		Scott Jesienouski	1 0.26	1 0.26
		<b>Assigned to Individual Total</b>	20 0.18	20 0.18
	Security	Bart Grant	1 0.76	1 0.76

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Security	Assigned to Individual Total	1 0.76	1 0.76
	Strategic Communications	Luis Larios	2 1.02	2 1.02
		Assigned to Individual Total	2 1.02	2 1.02
	Voice Operations	Kelly Johnson	1 0.12	1 0.12
		Romanza Hamblin	7 0.39	7 0.39
		Assigned to Individual Total	8 0.35	8 0.35
	Assigned Group Total		253 0.33	253 0.33
Customer Company Total			253 0.33	253 0.33

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## Natural Resources

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Natural Resources	Application Services	Bart Purser	2 0	2 0
		Dustin Crump	1 0	1 0
		Paul Lundell	2 1	2 1
		Tony Larsen	1 1	1 1
		<b>Assigned to Individual Total</b>	6 2	6 2
	Billing	Sara Brown	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Campus Networking	Jordy Davis	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Help Desk	Brenda Treadway	4 0	4 0
		Eileen Dubach	1 0	1 0



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## Natural Resources

			Low	MR Total
Natural Resources	Help Desk	James Stearns	2 0	2 0
		Julie VanBeekum	1 0	1 0
		Vicky Marrelli	6 0	6 0
		<b>Assigned to Individual Total</b>	14 0	14 0
	Metro C Desktop Support	Troy Buchanan	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Metro D Desktop Support	Denise Wardle	45 8	45 8
		Dusty Serr	30 5	30 5
		Lynn McCrary	3 0	3 0
		Paul Gedge	10 2	10 2
		<b>Assigned to Individual Total</b>	88 15	88 15
	Metro D Help Desk	Doug Brown	36 1	36 1
		Jed Patrick	11 0	11 0
		John Robinson	12 0	12 0

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## Natural Resources

			Low	MR Total
Natural Resources	Metro D Help Desk	<b>Assigned to Individual Total</b>	59	59
			1	1
	Metro D Hosting	Danny Simmons	2	2
			0	0
		Randy Taylor	1	1
			0	0
		<b>Assigned to Individual Total</b>	3	3
			0	0
	Rural Central Desktop Support	Jay Barfuss	11	11
			0	0
		Jeremy Standifird	2	2
			0	0
		Jessica Purcell	3	3
			0	0
		Rod Montoya	12	12
			0	0
		Ron LeBaron	1	1
			0	0
		Todd Hardy	9	9
			1	1
		Troy Morris	1	1
			0	0
		<b>Assigned to Individual Total</b>	39	39
			1	1
	Rural North Desktop Support	Kim Ratuszniak	3	3
			0	0
		Lori Hartzell	1	1
			0	0

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			Low	MR Total
Natural Resources	Rural North Desktop Support	Rodney Peterson	2 0	2 0
		Ruston McKay	1 0	1 0
		Ryan Casey	1 0	1 0
		Steven Haderlie	2 0	2 0
		<b>Assigned to Individual Total</b>	10 0	10 0
	Rural South Desktop Support	Doug Chaston	3 0	3 0
		Doug Thornton	8 0	8 0
		Lance Nay	5 0	5 0
		Lane Adams	1 0	1 0
		Meladye Shively	1 0	1 0
		Ryan Bennett	1 0	1 0
		Scott Jesienouski	1 0	1 0
		<b>Assigned to Individual Total</b>	20 0	20 0
	Security	Bart Grant	1 0	1 0

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## Natural Resources

			Low	MR Total
Natural Resources	Security	Assigned to Individual Total	10	10
	Strategic Communications	Luis Larios	22	22
		Assigned to Individual Total	22	22
	Voice Operations	Kelly Johnson	10	10
		Romanza Hamblin	70	70
		Assigned to Individual Total	80	80
	Assigned Group Total		25324	25324
Customer Company Total			25324	25324

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## Natural Resources

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Natural Resources	Application Services	Bart Purser	2 2.16	2 2.16
		Dustin Crump	1 0.60	1 0.60
		Paul Lundell	2 8.58	2 8.58
		Tony Larsen	1 219.10	1 219.10
		<b>Assigned to Individual Total</b>	6 40.20	6 40.20
	Billing	Sara Brown	1 32.72	1 32.72
		<b>Assigned to Individual Total</b>	1 32.72	1 32.72
	Campus Networking	Jordy Davis	1 42.05	1 42.05
		<b>Assigned to Individual Total</b>	1 42.05	1 42.05
	Help Desk	Brenda Treadway	4 0.00	4 0.00
		Eileen Dubach	1 0.00	1 0.00

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			Low	ATTR Total
Natural Resources	Help Desk	James Stearns	2 0.00	2 0.00
		Julie VanBeekum	1 0.46	1 0.46
		Vicky Marrelli	6 0.01	6 0.01
		<b>Assigned to Individual Total</b>	14 0.04	14 0.04
	Metro C Desktop Support	Troy Buchanan	1 9.15	1 9.15
		<b>Assigned to Individual Total</b>	1 9.15	1 9.15
	Metro D Desktop Support	Denise Wardle	45 2.99	45 2.99
		Dusty Serr	30 3.59	30 3.59
		Lynn McCrary	3 0.24	3 0.24
		Paul Gedge	10 3.05	10 3.05
		<b>Assigned to Individual Total</b>	88 3.11	88 3.11
	Metro D Help Desk	Doug Brown	36 0.31	36 0.31
		Jed Patrick	11 0.02	11 0.02
		John Robinson	12 0.08	12 0.08

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## Natural Resources

			Low	ATTR Total
Natural Resources	Metro D Help Desk	<b>Assigned to Individual Total</b>	59	59
			0.21	0.21
	Metro D Hosting	Danny Simmons	2	2
			0.31	0.31
		Randy Taylor	1	1
			5.43	5.43
		<b>Assigned to Individual Total</b>	3	3
			2.02	2.02
	Rural Central Desktop Support	Jay Barfuss	11	11
			0.46	0.46
		Jeremy Standifird	2	2
			0.90	0.90
		Jessica Purcell	3	3
			0.83	0.83
		Rod Montoya	12	12
			0.08	0.08
		Ron LeBaron	1	1
			0.00	0.00
		Todd Hardy	9	9
			1.40	1.40
		Troy Morris	1	1
			0.32	0.32
		<b>Assigned to Individual Total</b>	39	39
			0.60	0.60
	Rural North Desktop Support	Kim Ratushniak	3	3
			0.10	0.10
		Lori Hartzell	1	1

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			Low	ATTR Total
Natural Resources	Rural North Desktop Support	Rodney Peterson	2 0.52	2 0.52
		Ruston McKay	1 1.50	1 1.50
		Ryan Casey	1 1.88	1 1.88
		Steven Haderlie	2 0.00	2 0.00
		<b>Assigned to Individual Total</b>	10 0.59	10 0.59
	Rural South Desktop Support	Doug Chaston	3 0.00	3 0.00
		Doug Thornton	8 0.00	8 0.00
		Lance Nay	5 0.22	5 0.22
		Lane Adams	1 1.08	1 1.08
		Meladye Shively	1 1.18	1 1.18
		Ryan Bennett	1 0.28	1 0.28
		Scott Jesienouski	1 0.26	1 0.26
		<b>Assigned to Individual Total</b>	20 0.19	20 0.19
	Security	Bart Grant	1 0.76	1 0.76



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## Natural Resources

			Low	ATTR Total
Natural Resources	Security	Assigned to Individual Total	1 0.76	1 0.76
	Strategic Communications	Luis Larios	2 6.68	2 6.68
		Assigned to Individual Total	2 6.68	2 6.68
	Voice Operations	Kelly Johnson	1 2.21	1 2.21
		Romanza Hamblin	7 1.05	7 1.05
		Assigned to Individual Total	8 1.20	8 1.20
	Assigned Group Total		253 2.69	253 2.69
Customer Company Total			253 2.69	253 2.69

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## Natural Resources

### Detail

<b>INC000000404495</b>	David Beveridge Rural North Desktop Support	None Lori Hartzell	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000423914</b>	Kathy Donnell Application Services	Application Paul Lundell	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 16.07
<b>INC000000431098</b>	Joseph Donnell Rural Central Desktop Support	Print/Copy/Scan/Fax Todd Hardy	Incident Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
<b>INC000000431298</b>	Chris Wilson Application Services	Application Tony Larsen	Error Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.33 219.10
<b>INC000000433949</b>	George Oliver Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.40
<b>INC000000434511</b>	Lisha Cordova Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: Yes	0.07 11.45
<b>INC000000434676</b>	Mark Trotter Rural Central Desktop Support	None Troy Morris	None Natural Resources	Microsoft Office 2003 Professior Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.32
<b>INC000000435544</b>	Dave Hillier Voice Operations	Telecom Romanza Hamblin	Feature Natural Resources	Telephone Low	Closed	TIR Missed: Yes TTR Missed: No	1.33 1.33
<b>INC000000436306</b>	George Oliver Metro D Help Desk	Application Doug Brown	Error Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.35 9.01
<b>INC000000437949</b>	Gary Bezzant Rural South Desktop Support	None Lance Nay	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.31
<b>INC000000438169</b>	Sarra Jones Metro D Desktop Support	PC/Laptop Denise Wardle	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.39 26.46
<b>INC000000438251</b>	Diana Vos Rural North Desktop Support	Network Ryan Casey	Error Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.88 1.88
<b>INC000000438266</b>	Wayne Hedberg Metro D Desktop Support	Network Dusty Serr	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.56 2.54
<b>INC000000438280</b>	John Rogers Metro D Help Desk	None Jed Patrick	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438319</b>	Thomas Dempster Help Desk	Network Eileen Dubach	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438321</b>	Lynn Kunzler Help Desk	Application Vicky Marrelli	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000438342</b>	Therese Meyer	Application	Error	Internet Explorer		TIR Missed: No	0.00
Help Desk	James Stearns		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438396</b>	Pam Martin	PC/Laptop	Error	None		TIR Missed: No	0.19
Metro D Desktop Support	Dusty Serr		Natural Resources	Low	Closed	TTR Missed: Yes	15.89
<b>INC000000438413</b>	George Oliver	Application	Error	Microsoft Word		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438437</b>	Brenda Woolsey	Application	Error	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438497</b>	Randy Staker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438501</b>	Sherri Petersen	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438504</b>	Allen Briggs	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr		Natural Resources	Low	Closed	TTR Missed: No	4.17
<b>INC000000438508</b>	Torrey Christophersen	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438526</b>	Dave Hackford	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell		Natural Resources	Low	Closed	TTR Missed: No	2.49
<b>INC000000438595</b>	Tim Smith	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438610</b>	Penny Berry	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438623</b>	Steve Schneider	Network	Incident	None		TIR Missed: No	0.22
Metro D Help Desk	Jed Patrick		Natural Resources	Low	Closed	TTR Missed: No	0.22
<b>INC000000438629</b>	Fred Hayes	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr		Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000438633</b>	Stephen Hansen	Application	Error	None		TIR Missed: No	0.18
Metro D Desktop Support	Denise Wardle		Natural Resources	Low	Closed	TTR Missed: Yes	8.87
<b>INC000000438667</b>	Michael Slater	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya		Natural Resources	Low	Closed	TTR Missed: No	0.08
<b>INC000000438718</b>	Jeff Rasmussen	Application	None	Novell GroupWise		TIR Missed: No	0.52
Metro D Desktop Support	Dusty Serr		Natural Resources	Low	Closed	TTR Missed: No	2.11
<b>INC000000438752</b>	Jason Lane	PC/Laptop	Error	None		TIR Missed: No	0.91
Rural Central Desktop Support	Jeremy Standifird		Natural Resources	Low	Closed	TTR Missed: No	1.58

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## Natural Resources

<b>INC000000438770</b>	Randy Staker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000438834</b>	Jason Lane	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000438968</b>	Marni Lee	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439138</b>	Penny Berry	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439157</b>	Lynn Kunzler	Application	Password	Cisco AnyConnect VPN Client	TIR Missed: No	0.10
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	4.18
<b>INC000000439294</b>	Michael Cluck	None	None	None	TIR Missed: No	0.23
	Metro D Hosting	Danny Simmons	Natural Resources	Low Closed	TTR Missed: No	0.26
<b>INC000000439461</b>	James Lowe	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Natural Resources	Low Closed	TTR Missed: No	1.50
<b>INC000000439466</b>	Randy Staker	None	None	None	TIR Missed: No	0.02
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	5.17
<b>INC000000439486</b>	Marianne Burbidge	Application	Error	Novell GroupWise	TIR Missed: No	0.44
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	1.32
<b>INC000000439595</b>	Steven Thomas	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439619</b>	Annette Christensen	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439628</b>	Jeff Briggs	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439699</b>	Marlene Mauinatu	None	None	None	TIR Missed: No	0.47
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: Yes	12.71
<b>INC000000439707</b>	Geoff McNaughton	Application	Error	Internet Explorer	TIR Missed: No	0.40
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.40
<b>INC000000439756</b>	Joshua Holt	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439761</b>	Richard Powell	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439840</b>	Torrey Christophersen	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000439841</b>	Bill James	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439871</b>	Randy Kaufman	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000439938</b>	Hollie Brown	None	None	None	TIR Missed: No	0.50
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.97
<b>INC000000440018</b>	Patti Rose	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440201</b>	Bruce C Johnson	PC/Laptop	Error	None	TIR Missed: No	0.17
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.17
<b>INC000000440206</b>	Kathi Galusha	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440348</b>	Brenda Woolsey	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440357</b>	Julie Carter	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440436</b>	Kathi Galusha	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440472</b>	Penny Berry	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440564</b>	Rachel Brown	Application	Error	Adobe Acrobat	TIR Missed: No	0.07
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: Yes	13.66
<b>INC000000440571</b>	Tiffany Swaner	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440581</b>	Hollie Brown	None	None	None	TIR Missed: No	0.14
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: No	0.14
<b>INC000000440871</b>	Ruby Jo Anderson	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000440977</b>	Jim Egbert	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: Yes	9.00
<b>INC000000441034</b>	Melinda Bennion	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.26
	Rural South Desktop Support	Scott Jesienouski	Natural Resources	Low Closed	TTR Missed: No	0.26
<b>INC000000441213</b>	Jenny Stucki	Application	Reporting	Novell GroupWise	TIR Missed: No	0.71
	Application Services	Paul Lundell	Natural Resources	Low Closed	TTR Missed: No	1.09

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## Natural Resources

<b>INC000000441296</b>	Julie Lovato	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.17
	Rural South Desktop Support	Meladye Shively	Natural Resources	Low	Closed	TTR Missed: No	1.18
<b>INC000000441383</b>	Lucy Jordan	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000441603</b>	Rob Dobbs	Application	Password	Utah Master Directory		TIR Missed: No	0.46
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.46
<b>INC000000441638</b>	Torrey Christophersen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000441732</b>	Karen Kendall	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000441734</b>	Laura Melling	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000441769</b>	Nicole Dennison	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.75
<b>INC000000441849</b>	Therese Meyer	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.12
<b>INC000000441957</b>	Deena Loyola	Application	None	Novell GroupWise		TIR Missed: No	0.55
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	7.37
<b>INC000000441984</b>	Sarah Lindsey	Application	Error	None		TIR Missed: No	0.41
	Metro D Hosting	Randy Taylor	Natural Resources	Low	Closed	TTR Missed: No	5.43
<b>INC000000442060</b>	Natalie Brewster-Wilson	Application	Error	Action Request System		TIR Missed: No	0.57
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	6.37
<b>INC000000442082</b>	Debbie Hyde	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442181</b>	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442226</b>	Danon Hulet	Network	None	None		TIR Missed: No	0.80
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	3.19
<b>INC000000442312</b>	Samantha Schoppe	Application	Error	Employee Gateway		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low	Closed	TTR Missed: No	0.21
<b>INC000000442328</b>	Chad Landress	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442443</b>	John Luft	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000442590</b>	Leon Tate	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442591</b>	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442677</b>	Karen Jones	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442681</b>	Carol Daniels	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.56
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.56
<b>INC000000442691</b>	Krissy Wilson	PC/Laptop	Virus	None		TIR Missed: No	0.11
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.29
<b>INC000000442722</b>	Natalie Brewster-Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442747</b>	Emily Masters	Application	Error	Novell GroupWise		TIR Missed: No	0.77
	Application Services	Bart Purser	Natural Resources	Low	Closed	TTR Missed: No	2.43
<b>INC000000442767</b>	Deborah Boren	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000442781</b>	Jim Karpowitz	Telecom	Voice Mail	Telephone		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin	Natural Resources	Low	Closed	TTR Missed: No	0.81
<b>INC000000442829</b>	Gary Peck	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: Yes	9.15
<b>INC000000442882</b>	Terri Jeter	EIS Hardware	Printer	None		TIR Missed: No	0.79
	Strategic Communications	Luis Larios	Natural Resources	Low	Closed	TTR Missed: Yes	7.10
<b>INC000000442985</b>	Jan Morse	Wireless Connectivity	Performance	None		TIR Missed: Yes	7.87
	Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: Yes	42.05
<b>INC000000443214</b>	Linda Braithwaite	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.06
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	3.69
<b>INC000000443345</b>	Roger Wilson	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.04
<b>INC000000443396</b>	Annette Christensen	Telecom	Call/Receive	Telephone		TIR Missed: No	0.12
	Voice Operations	Kelly Johnson	Natural Resources	Low	Closed	TTR Missed: No	2.21
<b>INC000000443492</b>	Chris Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000443510</b>	Dianne Davis	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000443515</b>	Paul Birdsey	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000443518</b>	Camron Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000443519</b>	Jeff Briggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000443725</b>	Connie Shipman	PC/Laptop	Performance	None		TIR Missed: No	0.35
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	9.15
<b>INC000000443750</b>	Nathan Moses	PC/Laptop	Performance	None		TIR Missed: No	0.79
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.79
<b>INC000000443774</b>	Ty Hunter	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.15
<b>INC000000444282</b>	Michelle Richens	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	1.07
<b>INC000000444301</b>	Adam Hiscock	Application	Error	Microsoft Office		TIR Missed: No	0.82
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	10.56
<b>INC000000444311</b>	Tressa Christianson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.13
<b>INC000000444313</b>	Chris Crockett	Application	Reporting	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.11
<b>INC000000444465</b>	Tom Chidsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000444551</b>	George Oliver	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000444574</b>	John Schmidt	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000444586</b>	Cathryn Smith	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin	Natural Resources	Low	Closed	TTR Missed: No	0.60
<b>INC000000444645</b>	Alan Clark	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000444647</b>	James Greer	Network	Performance	None		TIR Missed: No	0.04
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	10.50
<b>INC000000444650</b>	Kevin Bunnell	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00



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## Natural Resources

<b>INC000000444851</b>	Stephen Hansen Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.11 5.61
<b>INC000000444944</b>	Jennifer Biggs Security	Server Bart Grant	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.76 0.76
<b>INC000000444983</b>	Matthew Snider Metro D Help Desk	Network John Robinson	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445061</b>	Randy Tarantino Metro D Desktop Support	PC/Laptop Dusty Serr	Hardware Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.97
<b>INC000000445061</b>	Randy Tarantino Metro D Desktop Support	PC/Laptop Dusty Serr	Hardware Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.31 5.97
<b>INC000000445271</b>	John Luft Rural North Desktop Support	None Rodney Peterson	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445285</b>	Joseph Donnell Rural Central Desktop Support	Application Todd Hardy	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.48
<b>INC000000445375</b>	Randy Tarantino Metro D Help Desk	Application Doug Brown	Password Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000445440</b>	John Owen Rural Central Desktop Support	PC/Laptop Jay Barfuss	Hardware Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445457</b>	Mike Melton Rural South Desktop Support	PC/Laptop Lance Nay	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445517</b>	Natalie Harmon Metro D Help Desk	Network John Robinson	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445676</b>	Roger Wilson Metro D Desktop Support	PC/Laptop Paul Gedge	Performance Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 4.81
<b>INC000000445721</b>	Jack Lytle Rural Central Desktop Support	PC/Laptop Jay Barfuss	Hardware Natural Resources	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445725</b>	Ron Stewart Rural Central Desktop Support	Network Jay Barfuss	Password Natural Resources	IManager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445945</b>	Staci Coons Metro D Desktop Support	None Paul Gedge	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446069</b>	Wendy Christensen Rural North Desktop Support	None Kim Ratushniak	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
<b>INC000000446078</b>	George Oliver Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Natural Resources

<b>INC000000446107</b>	Therese Meyer Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446180</b>	Valerie Davis Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446230</b>	Phil D Brown Rural North Desktop Support	PC/Laptop Rodney Peterson	Performance Natural Resources	None Low	TIR Missed: Yes TTR Missed: No	1.05 1.05
<b>INC000000446244</b>	Jill Marriott Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446311</b>	Martin Schijf Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446462</b>	James Kirkland Metro D Desktop Support	Print/Copy/Scan/Fax Dusty Serr	Queue Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.30 2.21
<b>INC000000446475</b>	Thu Vo-Wood Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446614</b>	Carl Gramlich Metro D Help Desk	Network John Robinson	Error Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.93 0.93
<b>INC000000446774</b>	Nathan Moses Rural South Desktop Support	None Ryan Bennett	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.27 0.28
<b>INC000000446977</b>	Krissy Wilson Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447003</b>	Therese Meyer Metro D Desktop Support	None Lynn McCrary	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.40 0.61
<b>INC000000447008</b>	Don Staley Help Desk	Network Brenda Treadway	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447057</b>	Jenny Zickgraf Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.19
<b>INC000000447065</b>	Mark Barton Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447070</b>	Tonya Kieffer Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.13
<b>INC000000447073</b>	Linda Braithwaite Help Desk	Application Brenda Treadway	Password Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447098</b>	Jo Ogea Metro D Desktop Support	Print/Copy/Scan/Fax Denise Wardle	Incident Natural Resources	None Low	TIR Missed: No TTR Missed: Yes	0.08 6.33

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## Natural Resources

<b>INC000000447101</b>	Becky Johnson Metro D Desktop Support	Database Denise Wardle	Instance Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447196</b>	Randy Staker Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447197</b>	Hollie Riddle Metro D Help Desk	Application Doug Brown	None Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447337</b>	Crystal Ross Help Desk	Application Vicky Marrelli	Reporting Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447450</b>	Sherri Petersen Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.19 4.55
<b>INC000000447521</b>	Natalie Harmon Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447523</b>	Andrew Pape Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447589</b>	Adam McKean Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	0.18 5.82
<b>INC000000447649</b>	Thu Vo-Wood Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447755</b>	Jordan Perez Metro D Desktop Support	Network Denise Wardle	None Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	1.10 1.47
<b>INC000000447767</b>	Vickie Southwick Strategic Communications	EIS Hardware Luis Larios	None Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.26 6.26
<b>INC000000447933</b>	Russell Barrus Metro D Desktop Support	Application Denise Wardle	Reporting Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.11
<b>INC000000447952</b>	Justin Robinson Rural Central Desktop Support	Application Todd Hardy	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
<b>INC000000447954</b>	Ted Hallows Rural Central Desktop Support	Application Todd Hardy	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.15
<b>INC000000447991</b>	Ted Hallows Rural Central Desktop Support	PC/Laptop Todd Hardy	Virus Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.65
<b>INC000000447993</b>	Tyler Knudsen Rural South Desktop Support	None Lance Nay	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448071</b>	Josh Zimmerman Metro D Help Desk	Application Doug Brown	Reporting Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.54 0.54

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## Natural Resources

<b>INC000000448082</b>	Gary Brimley	Application	Reporting	Novell GroupWise	TIR Missed: No	0.49
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.60
<b>INC000000448086</b>	Krissy Wilson	PC/Laptop	Password	None	TIR Missed: No	0.12
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	7.08
<b>INC000000448127</b>	Connie Shipman	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	4.69
<b>INC000000448142</b>	Mike Suflita	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000448223</b>	James Kirkland	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000448269</b>	Bevan Monroe	Billing	None	None	TIR Missed: Yes	32.72
	Billing	Sara Brown	Natural Resources	Low Closed	TTR Missed: Yes	32.72
<b>INC000000448275</b>	Jonathan Abbott	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000448402</b>	Dawn Larsen	Application	Reporting	Cisco AnyConnect VPN Client	TIR Missed: Yes	6.08
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: Yes	6.08
<b>INC000000448530</b>	Diana Ludwig	Application	Error	Novell GroupWise	TIR Missed: Yes	1.21
	Application Services	Bart Purser	Natural Resources	Low Closed	TTR Missed: No	1.89
<b>INC000000448549</b>	Randy Staker	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low Closed	TTR Missed: No	0.05
<b>INC000000449123</b>	Michele Hoskins	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000449127</b>	James Greer	PC/Laptop	Hardware	None	TIR Missed: No	0.09
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: No	3.88
<b>INC000000449138</b>	Matt Breen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low Closed	TTR Missed: No	4.00
<b>INC000000449145</b>	Jeff Dale	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000449363</b>	Joseph Donnell	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000449364</b>	Chris Quatrala	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000449744</b>	Dennis Ingram	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000449879</b>	Julie Lovato	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000449913</b>	Jason A Johnson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000449914</b>	Dianne Davis	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450036</b>	Charity Gibson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450040</b>	Helen Sadik-Macdonald	Network	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000450091</b>	Holly Betteridge	None	None	None		TIR Missed: No	0.43
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.73
<b>INC000000450106</b>	Helen Sadik-Macdonald	Application	Error	None		TIR Missed: No	0.27
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.76
<b>INC000000450113</b>	Bryan Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450131</b>	Dale Bartholomew	None	None	None		TIR Missed: No	0.11
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.26
<b>INC000000450134</b>	Jodi Becker	Application	Error	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.06
<b>INC000000450224</b>	Jamie Harsh	Mobile Devices	Error	Droid		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450227</b>	Ed Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450455</b>	Marianne Burbidge	Application	Reporting	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.08
<b>INC000000450609</b>	Becky Johnson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450626</b>	Mark Trotter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450659</b>	Ann McLuckie	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450818</b>	Carmen Bailey	Application	Error	None		TIR Missed: No	0.19
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	4.63

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## Natural Resources

<b>INC000000450857</b>	Rosalee Nolton	Application	Password	Action Request System	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000450997</b>	Larry Dalton	PC/Laptop	Error	None	TIR Missed: No	0.22
Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.27
<b>INC000000451076</b>	Travis Nowers	Telecom	None	Telephone	TIR Missed: No	0.17
Voice Operations	Romanza Hamblin	Natural Resources	Low	Closed	TTR Missed: No	0.37
<b>INC000000451085</b>	Jenny Zickgraf	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.06
<b>INC000000451255</b>	Kevin Bunnell	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000451257</b>	Jason Robinson	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000451535</b>	Jenny Zickgraf	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000451662</b>	Julie Carter	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000451962</b>	Jennifer Sullivan	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Steven Haderlie	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000451992</b>	Jodi Becker	Application	Reporting	Novell iPrint	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.03
<b>INC000000451996</b>	Jenny Zickgraf	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452005</b>	David R Lee	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452115</b>	Ted Hallows	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452116</b>	Robert Blackett	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452133</b>	Penny Berry	Application	Error	None	TIR Missed: No	0.58
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	8.89
<b>INC000000452256</b>	Greg Sheehan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452417</b>	Justin Shannon	Mobile Devices	Error	Droid	TIR Missed: No	0.15
Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	0.60

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## Natural Resources

<b>INC000000452447</b>	Scott White	None	None	None		TIR Missed: No	0.72
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.88
<b>INC000000452502</b>	Jim Parrish	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452601</b>	Keith Crumpton	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452891</b>	Susan Campagna	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452892</b>	Kim Nay	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452913</b>	Susan Campagna	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000452940</b>	Susan Campagna	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453044</b>	Sharon Preslar	None	None	None		TIR Missed: No	0.05
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.06
<b>INC000000453062</b>	Zeke Clements	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453105</b>	Bob Hanover	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453122</b>	Steve Sroka	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453232</b>	Randy Wood	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453247</b>	Dawn Larsen	Telecom	Dial Tone	None		TIR Missed: No	0.47
	Voice Operations	Romanza Hamblin	Natural Resources	Low	Closed	TTR Missed: No	0.47
<b>INC000000453326</b>	Kim Nay	Application	None	None		TIR Missed: No	0.11
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	3.65
<b>INC000000453359</b>	Joshaw Van Leeuwen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453416</b>	Bill Lund	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453417</b>	Tyler Knudsen	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000453543</b>	Penny Bauer	Telecom	Call/Receive	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Natural Resources	Low	Closed	TTR Missed: No	1.19
<b>INC000000453577</b>	Angie Van Scoyk	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453677</b>	Dustin Doucet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453759</b>	Greg Sheehan	Telecom	Voice Mail	None		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin	Natural Resources	Low	Closed	TTR Missed: No	2.59
<b>INC000000453904</b>	Jim Parrish	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000453912</b>	Danielle Mills	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: Yes	1.08
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	1.08
<b>INC000000454119</b>	Angie Van Scoyk	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000454257</b>	Angie Van Scoyk	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000454361</b>	Kim Nay	Application	Error	Novell GroupWise		TIR Missed: No	0.15
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	2.77
<b>INC000000454554</b>	Tammy Wright	None	None	None		TIR Missed: No	0.37
	Metro D Hosting	Danny Simmons	Natural Resources	Low	Closed	TTR Missed: No	0.37
<b>INC000000454848</b>	Mike Suflita	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.11
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	2.14
<b>INC000000454913</b>	Justin Robinson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000454920</b>	James Lowe	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000454949</b>	Ed Johnson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000454954</b>	Michelle Richens	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000455106</b>	Mark Grover	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00